

Appendix 1 (as supplied by the authors): Interview guides for interviews occurring during follow up phone calls with patient and caregiver participants

Patients:

Introduction

Thank you for agreeing to participate in this interview. We are interviewing you to better understand what patients think about the discharge instructions they receive in hospital and how they can be improved. There are no right or wrong answers to any of our questions, we are interested in your own experiences.

Establishing Rapport

Before we begin, it would be nice if you could tell me a little bit about yourself.

1. Understanding Discharge Instructions

Can you tell me about your understanding of the discharge instructions you received in hospital?

2. Use of Discharge Instructions

How did you use your discharge instructions? Did you use them to guide your care?

3. Factors affecting the ability to use the instructions (determinants of health)

How would you describe the effect your [insert relevant factor such as gender, language, race/ethnicity, socioeconomic status, disability] had on your ability to use and adhere to your discharge instructions?

4. Conclusion

Given the nature of what we have discussed, is there anything else that you would like to comment on or share?

Thank you very much for your time and the information you shared today.

Caregivers:

Introduction

Thank you for agreeing to participate in the interview. We are interviewing you to better understand what caregivers of patients think about and how we can improve the way we provide discharge instructions. There are no right or wrong answers to any of our questions, we are interested in your own experiences.

Establishing Rapport

It would be nice if you could tell me a little bit about yourself.

1. Previous Caregiving Experience

How long have you been caring for [your relative]? What has that been like for you?
How would you describe your role in their care-taking prior to and after being in hospital?

2. Understanding Discharge Instructions

Can you tell me about your understanding of the discharge instructions your relative received in hospital?

3. Use of Discharge Instructions

How did you use the discharge instructions? Did you use them to guide your relative's care?

4. Factors affecting the ability to use the instructions (determinants of health)

How would you describe the effect your relative's/or your (if relevant) [insert relevant factor such as gender, language, race/ethnicity, socioeconomic status, disability] had on your ability to assist/your relative's ability to use and adhere to discharge instructions?

5. Conclusion

Given the nature of what we have discussed, is there anything else that you would like to comment on or share?

Thank you very much for your time and the information you shared today.